

GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT

Health, Medical & Family Welfare Department--Taking over 104 Call Centre by Aarogyasree Health Care Trust - Permission accorded – Orders – Issued.

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HEALTH, MEDICAL & FAMILY WELFARE (K2) DEPARTMENT

G.O.Ms.No. 255

Dated 05-09-2011

Read the following:-

1. G.O.Rt.No.1636, H.M & F.W (K2) Deptt., Dt.4.12.2010.
2. G.O.Rt.No.857, H.M & F.W (K2) Deptt., Dt.15.04.2011.
3. From the CH & FW, Lr. Rc.No.3921/FDHS/G2/2011, Dt.2.5.2011
4. G.O.Rt.No.1175, H.M & F.W (K2) Deptt., dt.24.06.2011
5. G.O.Rt.No.1195, H.M & F.W (K2) Deptt., Dt.29.06.2011.
6. Lr. Rc.No.3921/FDHS/G2/201, Dt.28.06.2011 of the Commissioner of Health & Family Welfare addressed to HMRI
7. Proposals received by the CH & FW through E-mail dt.15.07.2011 from Chief Executive Officer, Aarogyasree Health Care Trust
8. From the CH & FW, Lr.Rc.No.3921/FDHS/G2/2011, Dt.15.07.2011

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ORDER:-

In the G.O.1<sup>st</sup> read above the Government has taken over the Fixed Day Health Services (FDHS) from M/s Health Management Research Institute (HMRI) consequent to the abrupt stoppage of services by Health Management Research Institute (HMRI). The Government also issued orders therein for operation of Fixed Day Health Services (FDHS) under the direct control and management of the District Collectors in order to ensure uninterrupted health services to the people living in rural and tribal areas of the state.

2. In the G.O 2<sup>nd</sup> read above orders have been issued to the Commissioner of Health & Family Welfare, A.P., Hyderabad to prepare a "Request For Proposal (RFP )" for outsourcing of fleet management, data management and the call centre. The Commissioner of Health & Family Welfare, in her letter 3<sup>rd</sup> read above requested the Government for permission to issue show cause notice to M/s Health Management Research Institute (HMRI) for terminating the agreement with M/s Health Management Research Institute (HMRI) for operation of Health Information Help Line Service (HIHL) being run through 104 call centre.

3. Accordingly, the Government in the G.O 4<sup>th</sup>& 5<sup>th</sup> read above permitted the Commissioner of Health & Family Welfare, to issue show cause notice to M/s. Health Management Research Institute (HMRI) for termination and for withdrawing the agreement with effect from 01.10.2011. In the letter sixth read above the Commissioner of Health & Family Welfare issued a notice of termination to M/s. Health Management Research Institute (HMRI).

4. The Commissioner of Health & Family Welfare, in the letter seventh read above, forwarded a proposal for take over of Health Information Help Line Service (HIHL) (104 Call Centre) by Aarogyasri Health Care Trust (AHCT) in consultation with Chief Executive Officer (CEO), Aarogyasri Health Care Trust (AHCT) and requested the Government to issue orders for taking over the 104 call centre by Aarogyasri Health Care Trust (AHCT).

5. Government after careful examination of the matter hereby accept the proposal of the Commissioner of Health & Family Welfare, for take over of 104 call centre in its entirety by Aarogyasri Health Care Trust (AHCT) and accordingly direct the Chief Executive Officer, Aarogyasri Health Care Trust (AHCT) to take over the 104 call centre, for running Health Information Help Line Service (HIHL) in its entirety subject to meeting the expenditure from the budget provision made to 104 Call Center (HIHL), if necessary by way of re-appropriation.

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6. The Chief Executive Officer, Aarogyasri Health Care Trust (AHCT) shall take over all the assets relating to 104 Call Centre in the premises of Health Management Research Institute (HMRI) or any other agency, such as Hardware (including Servers, Switches and other Data Centre equipment), Software Licenses, Software applications developed for 104 Call Centre, furniture, electronic equipment, Data generated by Call Centre since inception, communication equipment and all other infrastructure connected with the 104 Call Center from the M/s Health Management Research Institute (HMRI).

7. The Commissioner of Health & Family Welfare, shall make necessary arrangements for facilitating the take over. The Commissioner of Health & Family Welfare and Chief Executive Officer, Aarogyasri Health Care Trust (AHCT) shall take further necessary action in the matter.

8. This order issues with the concurrence of Finance Department vide their U.O. No.7368/130/A2/Expr.M & H II/11, Dated 08.08.2011.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

G. SUDHIR  
SPECIAL CHIEF SECRETARY TO GOVERNMENT

To

The Commissioner of Health & Family Welfare, Hyderabad .

The Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad

The Chief Executive Officer, M/s (HMRI), 1-11-256, Wall Street Plaza,  
Street No.1, Begumpet, Hyderabad.

The Accountant General, .A.P., Hyderabad

The Pay and Accounts Officer, Hyderabad.

Copy to:

The Spl C.S to Chief Minister

The O.S.D to Minister ( M & H)

The P.S to Spl. C.S to Government, H.M & FW Department

The Finance (Expr.M & H ) Department

SF/SC.

//FORWARDED::BY ORDER//

SECTION OFFICER